



Transfer duty *OSRconnect*

User guide

Version 5

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Getting started

If you are using Internet Explorer, you need to enable the compatibility view settings for *OSRconnect* to operate correctly. Refer to the instructions on page 20 before logging in.

Click **Login** from our website [home page](#), and then **Login** again from the next page.



At the login screen, you can log into *OSRconnect* using either your:

- AUSKey
or
- user ID and password.



AUSKey

If you have an AUSKey you can use this rather than entering the Captcha code to log in. Registering for an AUSKey is free; and in most cases, you will be able to use your AUSKey almost immediately.

To register for an AUSKey, your business must have an ABN. If your business already has an AUSKey administrator, contact them and ask that they nominate you as an additional user.

If you do not have an AUSKey and your organisation does not have an AUSKey administrator, you need to:

- go to the AUSKey website at <https://abr.gov.au/AUSKey/>
- provide details to confirm your identity
- download and install the supporting AUSKey software
- download and install your AUSKey.

Once you have your AUSKey you can:

- use the online management facility to view and update your AUSKey details
- change your password and other details
- access other government online services that also accept AUSKey.

Linking your AUSKey to the Office of State Revenue (OSR)

This process only needs to be completed once. Then your AUSKey will link to *OSRconnect*, and our system will then recognise your AUSKey when you log in and/or lodge reports via SBR-enabled software.

1. Click on the **AUSKey** link.
(You will be taken to the Australian Government Authentication Service website to identify yourself.)
2. Select your AUSKey from the drop-down list and enter your AUSKey password. Click **Continue** to return to the *OSRconnect* login page.
3. Enter your *OSRconnect* user ID and password.
4. Tick the checkbox.
5. Enter the Captcha text.
6. Click **Login**.

From now on, use your AUSKey to log into *OSRconnect*.

Note: If you are experiencing problems installing your AUSKey, call 1300 AUSKey (**1300 287 539**) and quote the reference number from your 'Install your AUSKey to your computer' email.

User ID and password

User ID Enter your client number or user ID
Password Enter your existing password
Captcha Enter the Captcha code as displayed.

Note: If the code is unclear, click the **Get a new challenge** button for a new code as many times as you need to.



Reset or unlock your password

If you enter your user ID or password incorrectly three times, you will be locked out. Click the **Forgotten your password?** link from the *OSRconnect* login page—most authorised users can reset or unlock their own passwords.

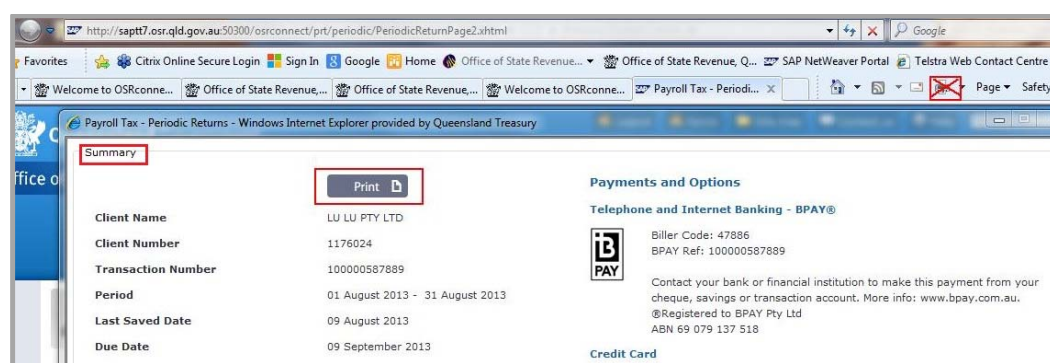
If you are not an authorised user, see the [Reset password procedure](#) on our website for details on how to create your own passwords.

Automatic timeout

If you are logged into *OSRconnect* and the system detects no activity, you will be automatically logged out after 30 minutes. This reduces the risk of anyone accessing your details if you leave your computer unattended.

Printing from *OSRconnect*

You can print transaction and confirmation pages from *OSRconnect* by clicking on the **Print** button on the relevant page.



If the printout is black or does not fit onto one page:

1. right-click on the **Print** button and convert to PDF (if you have that option)
or
2. right-click anywhere on the page, select **Print preview** and then select the drop-down box to print at 50%, 60% or 70%.

Contact us

For further information or assistance, please call us on **1300 132 685** or email dutiessupport@osr.qld.gov.au.

OSRconnect navigation

Lodgement obligations

After logging into *OSRconnect*, the **Lodgement Obligations** tab displays your transactions saved in draft.

See page 7 to create a new transaction.

1176170 Agent Management Pty Ltd

Due Date	Period	Operation	Your Ref.	Transaction No.
	Non Periodic	TRANSFER DUTY	JM02	500044599
	Non Periodic	TRANSFER DUTY	JM01	500044581

Create return/transaction: Transfer Duty Create

The coloured icons indicate the status of each transaction. Transactions in this view will only ever show as grey—no due date (transaction saved in draft only), or as a green tick—submitted (transaction has been submitted in *OSRconnect*).

If you use the 'Filter and Search' function to search historical records, the green tick indicates the transaction has been submitted. (See page 6 for further information.)

Legend

Not Due	Due Today	Overdue
No Due Date	Paid	Help
Payment in Process		

Payment obligations

The **Payment Obligations** tab displays transactions that have been submitted and have a payment amount due. Amounts shown will reflect any part payments made and UTI applied. If a payment is made by direct debit through *OSRconnect*, the hourglass icon will appear to the right of the transaction number. A confirmation summary page will display when clicking on the transaction number. This summary will only show the amount due at the time the transaction was lodged. Once a liability has been paid in full it will disappear from under this tab. To search your payment history, see 'Filter and Search' function on page 6.

Note: There can be a delay of up to 4 hours between lodging the transaction and the liability being displayed under the Payment Obligations tab (as information processing and validation is conducted). You can still view your transaction through the Lodgement Obligations tab.

Lodgement Obligations

Payment Obligations

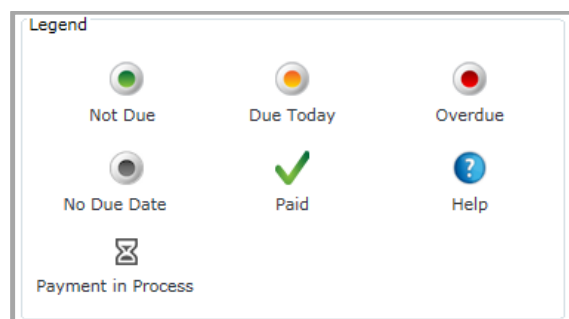
A

1178282

OSRconnect Training

Status ▾	Due/Paid ▲	Period ▾	▾	Operation ▾	Your Ref. ▾	Amount ▾	Transaction No. ▾	▾
	09-12-2014	Non Periodic		TRANSFER DUTY	JBK:20141125B	\$22,275.00	500050976	
	09-12-2014	Non Periodic		TRANSFER DUTY	JBK:20141125K	\$11,725.00	500050984	

The coloured icons indicate the status of each payment. Green indicates that the payment is not yet due; yellow indicates that the payment is due that day; and red indicates that the payment is overdue.

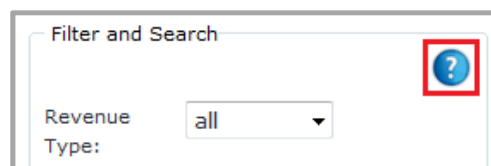


Updating your contact details

To update your contact details—including **phone**, **email** and **address**—see the [Update contact details procedure](#) on our website.

Online help

Online help is available for many *OSRconnect* screens and fields. Click the question mark icon for more information about a screen, field or function.



Logging out of OSRconnect

To close a session, click the **Logout** link at the top of the screen.



Filter and search function

The **Filter and Search** function is located on the right-hand side of the **Lodgement Obligations** and **Payment Obligations** tabs.

You can search by any combination of the following parameters:

Revenue Type	Currently you will only be able to see transfer duty and/or payroll tax transactions.
Period Type	N/A
Operation	You can filter transactions or payments by a specific revenue type.
From-To	You can set a date range for your search.
Your Ref	You can filter by a specific client reference.
Transaction No.	You can filter by a specific transaction number.

Enter your parameters and click the **Filter** button. Your search results will be displayed under the Lodgement Obligations or Payment Obligations tabs. To clear your search criteria click the **Clear** button.

Concession forms

The option to prepopulate and print concession forms D2.1 and D2.7 is no longer available. These forms must still be completed when necessary and are available on our website.

Lodging a transaction

Step 1—Create transaction

1. Select **Transfer Duty**.
2. Click **Create**.

Step 2—Identification stage

At the Identification stage, your client details will prepopulate.

1. You may enter **Your Ref** (reference); however, this is optional.

Transaction

- Select the **Transaction Class**.
- Select the **Type of dutiable transaction**.
- Select the **Type of dutiable property**.
- Enter the **Transaction/Document date**.
- Enter the **Unconditional date** (when the last allowable contract condition was satisfied).
- Answer 'Yes' or 'No' for the remaining questions.

The screenshot shows the 'Lodgement Obligations' tab selected. Below the header, the client details '1176170 Agent Management Pty Ltd' are displayed. A table lists two transactions: 'Non Periodic' with 'TRANSFER DUTY' and 'Your Ref.' 'JM02' (Transaction No. 500044599), and another 'Non Periodic' with 'TRANSFER DUTY' and 'Your Ref.' 'JM01' (Transaction No. 500044581). At the bottom, the 'Create return/transaction' section shows 'Transfer Duty' selected, and the 'Create' button is highlighted with a red box.

The screenshot shows the 'Identification' stage of the 'Transfer Duty' process. The navigation bar includes 'Identification', 'Document Details', 'Transaction Details', 'Liabilities', 'Submit', and 'Confirmation'. The 'Identification' section contains the following fields:

- Client Number:** 1176170
- Client Name:** Agent Management Pty Ltd
- Transaction Number:** (empty field)
- Your Ref (optional):** (empty field)

The 'Transaction' section contains the following fields:

- Transaction Class*:** Transfer of Residential Land
- Type of dutiable transaction:** Agreement to transfer dutiable property
- Type of dutiable property:** Land in Queensland
- Transaction/Document date*:** (empty field)
- Unconditional date:** (empty field)
- Lodgement date:** 23 September 2013
- Assessment issued date:** (empty field)
- Does this transaction also include a transfer(s) assessed under section 22 of the Duties Act 2001?:** Yes No
- Has duty been previously paid on this agreement?:** Yes No

At the bottom, there are buttons for 'Save', 'Exit', and 'Next'.

2. Once all required data has been entered on this page, select **Save** to save your data. This will generate the transaction number.
3. Click **Next** to continue or select **Exit** to return to the Lodgement Obligations tab.

Notes:

- The fields marked with an asterisk * are mandatory.
- Administrators can delete a draft transaction that is no longer required from this screen. Refer to page 18 for instructions.

Step 3—Document details stage

Use the navigation bar on the left to move through 'Document details'.

Property

1. Select **Property** from the 'Document details' list.
2. Enter the lot number in the **Lot from** field. (Use the 'Lot to' field only when entering multiple consecutive lots on the same plan.)
3. Select the **Plan Type**.
4. Enter the **Plan Number**.
5. Enter the **Title Reference**, if known.
6. Click **Add** to register details.
7. Repeat steps above if more than one lot and plan.

Note: Once you have added details, you cannot edit them. If you make a mistake, you need to delete and re-enter the details.

The screenshot shows the 'Document Details' stage of the registration process. The 'PROPERTY' tab is selected and highlighted with a red box. Below the tab, there is a table with columns: Lot From, Lot To, Plan Type, Plan Number, Title Reference, and Action. The 'Action' column has an 'Add +' button highlighted with a red box. At the bottom of the form, there are buttons for 'Previous', 'Save', 'Exit', and 'Next'.

Transferors

1. Select **Transferors** from the 'Document details' list.
2. Select the transferor's type from the drop-down list.
3. Enter transferor's details.
4. Click **Add** to register details
5. Repeat steps above if there is more than one transferor.

Note: Once you have added details, you cannot edit them. If you make a mistake, you need to delete and re-enter the details. Date of birth or ABN/ACN is not mandatory for the transferor.

The screenshot shows the 'Document Details' stage of the registration process. The 'TRANSFERORS' tab is selected and highlighted with a red box. Below the tab, there is a table with columns: Name, Identifier, Type, and Action. The 'Type' column has a dropdown menu with 'Individual' selected, highlighted with a red box. Below the table, there is a form with fields for First Name, Middle Name, Last Name, and DOB. The 'Action' column has an 'Add +' button highlighted with a red box. At the bottom of the form, there are buttons for 'Previous', 'Save', 'Exit', and 'Next'.

Transferees

1. Select **Transferees** from the 'Document details' list.
2. Answer the question: **Are any of the transferor/s and transferee/s related?** If **Yes**, you must hold evidence of value on file.
3. Select transferee's type from the drop-down list.
4. Enter transferee's details.
5. Date of birth or ABN/ACN is mandatory. You may proceed without this information; however, you will not be able to submit.
6. Enter the percentage **Interest Acquired**.
7. Select the **Concession type**. If there is no concession, leave the field at the default response of **Select...**
8. Enter transferee's address details.
9. Click **Add** to register details.

Note: If you are entering a Trust, add the **Trustee's** name and click the trustee **Add** button first followed by the transferee **Add** button to register the trustee and transferee details.

10. Repeat steps above if there is more than one transferee.

Note: To edit transferee details, click on the **Name**.

11. Click **Next** to continue.

Step 4—Transaction details stage

At the Transaction Details stage:

1. Answer the question: **Is the consideration less than the unencumbered value of the property included in this transaction?** If **Yes**, you must hold evidence of value on file and assess duty on the unencumbered value.
2. Enter the **Consideration/Unencumbered value of ENTIRE property**, including GST where payable (irrespective of whether a partial interest is being acquired).
3. If there is a non-residential component, complete the **Value of any non-residential property** field. Otherwise leave blank.
4. Answer the question: **Is an exemption being claimed?** If **Yes**, choose the exemption from the drop-down list.
5. Answer the question: **Does this transaction form part of an arrangement that includes other dutiable transactions (Section 30)?** If **Yes**, further questions will be generated. You must answer all questions.
6. Click **Next** to continue.

Lodgement Obligations **Payment Obligations** **Transfer Duty**

Identification Document Details **Transaction Details** Liabilities Submit Confirmation

Consideration Section

Is the consideration less than the unencumbered value of the property included in this transaction? ☐ Yes ☐ No

Consideration / Unencumbered value of ENTIRE property*

Value of any non-residential property

Exemption Section

Is an exemption being claimed? ☐ Yes ☐ No

Aggregation Section

Does this transaction form part of an arrangement that includes other dutiable transaction (Section 30)?* ☐ Yes ☐ No

Previous Save Exit Next

Step 5—Liabilities stage

The amount of duty payable is calculated, with interest (if applicable).

At this stage, you can view a summary of your full transaction by clicking the **Summary** button (you will need to **save the form first**).

1. Select **Save** to save your transaction. (The transaction number will be displayed in a pop-up box that you can then close by clicking on the **X** button.)
2. Click **Summary** if you wish to view and/or print a draft copy of the full transaction details. (Select the **X** button to return to the Liabilities screen.)
3. Click **Next** to continue.

Note: Saving and/or viewing a copy of the summary page at this point does not mean the transaction has been submitted.

Duty payable	\$19,935.00
Less Duty payable on previous option agreement	
Total Duty payable for this transaction	\$19,935.00
Total UTI	\$270.94
Total transaction liability	\$20,205.94

Transaction Number

Buttons: Previous, Save, Exit, Next, Summary

Duty payable \$19,935.00

Less Duty payable on previous option agreement

Total Duty payable for this transaction

Total UTI

Total transaction liability

Transaction Number

Buttons: Previous, Save, Exit, Next, Summary

Info: Transaction 500044706 is saved as a draft.

Summary		Print	
Client name	FRUIT CORPORATION PTY. LTD.		
Client number	1178282		
Transaction number	500045406		
Your reference	215		
Last saved date	16 January 2014		
Due date	30 January 2014		
Please note the Transaction liability is the liability as at the last saved date. If payment is made after the due date then interest may be payable (in addition to any interest already included in the Transaction liability). Details of the total liability as at a particular date can be viewed from the 'Payment Obligations' tab in OSRconnect.			
		Payments and Options Telephone and Internet Banking - BPAY®  Biller Code: 333146 BPAY Ref: 500045406 Contact your bank or financial institution to make this payment from your cheque, savings or transaction account. More info: www.bpay.com.au . @Registered to BPAY Pty Ltd ABN 69 079 137 518	
		Credit Card  To pay by telephone with your card, call 1300 803 545 and have your credit card details ready. A card payment fee of 0.4% applies to transactions using this service. or Go to www.osr.qld.gov.au Maximum payment \$50,000.	
		Electronic Funds Transfer  When paying by EFT you must use the payment reference below. The payment reference on each notice is different. Without the correct payment reference, your payment may not be applied as intended. OSR's bank account details are listed below. Bank account details Payment Ref: 500045406 A/c name: Office of State Revenue Collection account A/c no: 10000935 BSB Code: 064-013 Bank: Commonwealth Bank Branch: Queensland Government Banking Centre	
		Cheque  Make your cheque payable to: Commissioner of State Revenue Send the confirmation page with your cheque to: OFFICE OF STATE REVENUE GPO BOX 2475 BRISBANE QLD 4001	

Property					
Lot from	Lot to	Plan type	Plan number	Title reference	
1		RP	12345	50123456	
Transferors					
Individual					
First name	Middle name	Last name	Date of birth		
John	Tom	Brown			
Transferees					
Individual					
First name	Middle name	Last name	Date of birth	Interest acquired	Concession
Tim	James	Smith	01/01/1970	50.00%	S.91 Home
Jane	Sally	Smith	01/01/1960	50.00%	
Interest acquired					
Total home				50.00%	
Total no concession claimed				50.00%	
Total				100.00%	
Dutiable value				\$650,000.00	
Value non-residential property					
Legislation					
ID	REF				
CHAPTER 2, PART 2, S.9	SECTION 9 (1)(B)				
CHAPTER 2, PART 2, S.10	SECTION 10 (1)(A)				
Transaction liability					
Transaction date			22 September 2014		
Unconditional date			26 September 2014		
Duty payable			\$19,475.00		
Total duty payable for this transaction			\$19,475.00		
UTI			\$142.00		
Transaction liability			\$19,617.00		

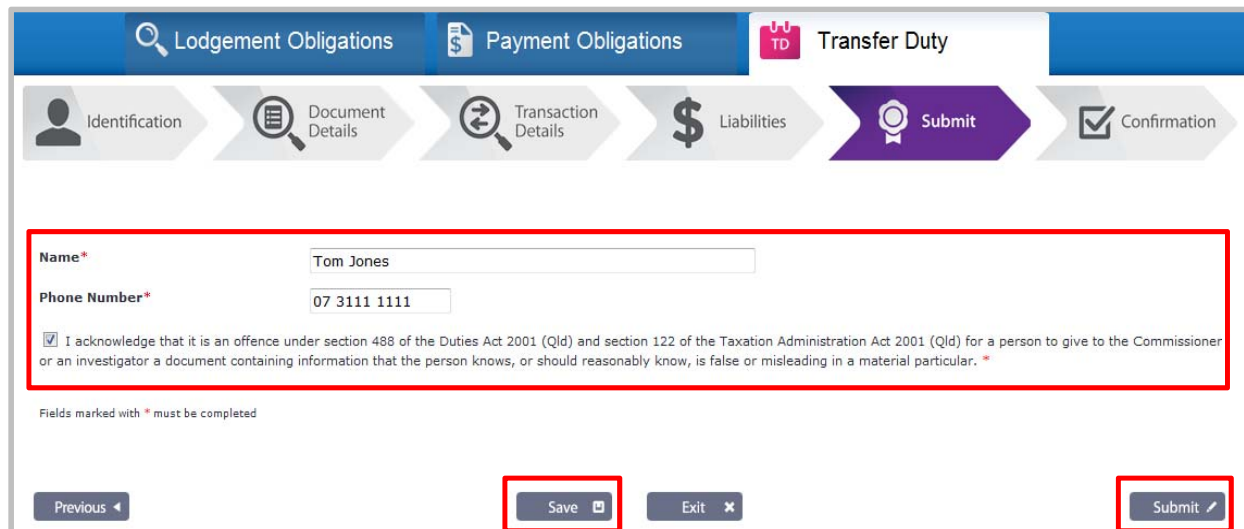
Current daily UTI amount	\$5.68
Notes	
Note: Ensure that GST has been added to the consideration/unencumbered value if payable. Note: Please note the Transaction liability is the liability as at the last saved date. If payment is made after the due date then interest may be payable (in addition to any interest already included in the Transaction liability). Details of the total liability as at a particular date can be viewed from the "Payment Obligations" tab in OSRconnect.	

Step 6—Submit stage

At this stage you need to complete your personal details. The fields marked with an asterisk * are mandatory.

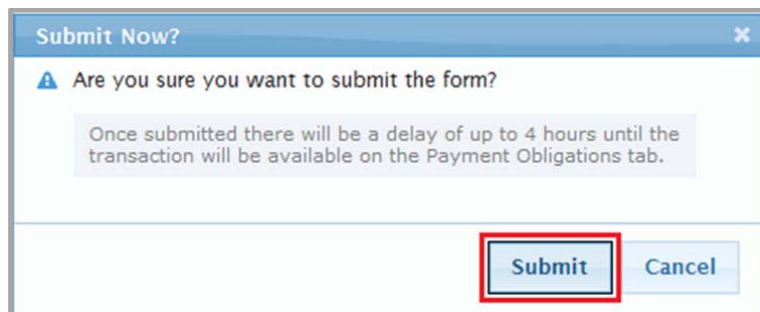
You must acknowledge that the information provided is true and correct, and that you are authorised to complete and lodge the electronic form.

1. Select **Save** to save all data entered.
2. Select **Submit** to lodge your transaction.



A **Submit Now?** pop-up screen will appear, confirming that you are ready to submit the form.

Select **Submit** to confirm.



Step 7—Confirmation stage

The **Confirmation** page will display when your transaction has been submitted successfully. The page shows a breakdown of the duty liability, any penalties (if applicable), due date, unpaid tax interest start date and payment method options.

Select **Print** to print a copy of your confirmation.

Note: It is only necessary to send the confirmation page to us if paying by cheque.

The screenshot shows the 'Confirmation' stage of a transaction. The top navigation bar includes 'Lodgement Obligations', 'Payment Obligations', and 'Transfer Duty'. The main navigation bar has icons for 'Identification', 'Document Details', 'Transaction Details', 'Liabilities', 'Submit', and 'Confirmation' (which is highlighted). Below the navigation bar, the 'Confirmation' section is active. It displays the following information:

- Client Name:** Agent Management Pty Ltd
- Client Number:** 1176170
- Transaction Number:** 500044706
- Your Ref:** JM03
- Lodgement Date:** 01 October 2013
- Due Date:** 15 October 2013
- UTI Start Date:** 17 August 2013
- Total Duty Payable:** \$20,205.94

Below the 'Total Duty Payable' is a note: "Please note the Total Duty Payable is the liability as at the lodgement date. If payment is made after the due date then interest may be payable (in addition to any interest already included in the Total Payable). Details of the total liability as at a particular date can be viewed from the 'Payment Obligations' tab in OSRconnect."

At the top of the main content area, there are two buttons: 'Print' (highlighted with a red box) and 'Pay Now \$'. To the right, under 'Payments and Options', there are three sections:

- Telephone and Internet Banking - BPAY®:** Includes a BPAY logo, Biller Code: 333146, BPAY Ref: 500044706, and contact information for BPAY Pty Ltd.
- Credit Card:** Includes a logo and instructions to pay by telephone with a card, call 1300 803 545, and have credit card details ready. A card payment fee of 0.4% applies to transactions using this service. It also provides a website link: www.osr.qld.gov.au and a maximum payment of \$50,000.
- Electronic Funds Transfer:** Includes an EFT logo and instructions that when paying by EFT, the user must use the payment reference below. It lists bank account details: Payment Ref: 500044706, A/c name: Office of State Revenue Collection account, A/c no: 10000935, BSB Code: 064-013, Bank: Commonwealth Bank, Branch: Queensland Government Banking Centre.

At the bottom, there is a 'Cheque' section with a logo and instructions to make the cheque payable to the Commissioner of State Revenue and to send the confirmation page with the cheque to the Office of State Revenue, GPO BOX 2475, BRISBANE QLD 4001.

Click the **Exit** button at the bottom of the screen to close the confirmation page if you are not paying the transaction by direct debit through *OSRconnect*.

Select **Exit** at the **Close the form?** pop-up.

Note: If paying by direct debit through *OSRconnect*, refer to page 15.

The screenshot shows a 'Close the form?' dialog box with a close button (X) in the top right corner. The main text asks: "Are you sure that you wish to exit?". At the bottom, there are two buttons: 'Exit' (highlighted with a red box) and 'Cancel'.

Making a payment

Step 1—Select the Payment Obligations tab

From the Lodgement Obligations tab, click on **Payment Obligations** to view your outstanding payments.



Locate the payment you wish to view from the **Amount** and **Transaction No.** columns.

Click the transaction number to view that payment liability. The transaction number is also the payment reference code for this liability.

Status	Due/Paid	Period	Operation	Your Ref.	Amount	Transaction No.
	11-08-2013	Non Periodic	TRANSFER DUTY	1.2.11	\$519,745.89	500042551
	18-08-2013	Non Periodic	TRANSFER DUTY	1.2.1	\$15,836.10	500042668
	19-08-2013	Non Periodic	TRANSFER DUTY	1.2.5	\$29,000.28	500042437

Note: There can be a delay of up to 4 hours between lodging the transaction and the liability being displayed under the Payment Obligations tab (as information processing and validation is conducted). You can still view your transaction through the Lodgement Obligations tab.

Step 2—Payment options

The payment options available are listed on the right-hand side of the confirmation page and under [Payment options](#) on our website. The payment options include:

- direct debit—to pay directly through *OSRconnect*
- credit card—BPOINT (for amounts between \$10 and \$50,000)
- electronic funds transfer (EFT)
- telephone and internet banking—BPAY®
- cheque—cleared funds only (i.e. bank cheque or solicitor's trust account)
- money order.

Direct debit payments—Pay Now \$

This process provides the quickest and most convenient method for paying a transaction using *OSRconnect*.

Note: Your bank account details must be set up before making direct debit payments through *OSRconnect*. Refer to page 19 for instructions.

This process starts at the lodgement **Confirmation** page.

Confirmation

Client Name Agent Management Pty Ltd
Client Number 1176170
Transaction Number 500044706
Your Ref JM03
Lodgement Date 01 October 2013
Due Date 15 October 2013
UTI Start Date 17 August 2013

Total Duty Payable \$20,205.94

Please note the Total Duty Payable is the liability as at the lodgement date. If payment is made after the due date then interest may be payable (in addition to any interest already included in the Total Payable). Details of the total liability as at a particular date can be viewed from the 'Payment Obligations' tab in OSRconnect.

Payments and Options

Telephone and Internet Banking - BPAY®

Bill Code: 333146
 BPAY Ref: 500044706

Contact your bank or financial institution to make this payment from your cheque, savings or transaction account. More info: www.bpay.com.au.
 @Registered to BPAY Pty Ltd
 ABN 69 079 137 518

Credit Card

To pay by telephone with your card, call 1300 803 545 and have your credit card details ready. A card payment fee of 0.4% applies to transactions using this service.
 or
 Go to www.osr.qld.gov.au
 Maximum payment \$50,000.

Electronic Funds Transfer

EFT When paying by EFT you **must** use the payment reference below. The payment reference on each notice is different. Without the correct payment reference, your payment may not be applied as intended. OSR's bank account details are listed below.
 Bank account details
 Payment Ref: 500044706
 A/c name: Office of State Revenue Collection account
 A/c no: 10000935
 BSB Code: 064-013
 Bank: Commonwealth Bank
 Branch: Queensland Government Banking Centre

Cheque

Make your cheque payable to:
 Commissioner of State Revenue
 Send the confirmation page with your cheque to:
 OFFICE OF STATE REVENUE
 GPO BOX 2475
 BRISBANE QLD 4001

The Confirmation page confirms your transaction lodgement. A **Transaction Number** (payment reference code) is displayed on this screen. This number must be quoted when paying your transaction by BPAY, cheque or EFT. (If paying via the direct debit payment through *OSRconnect* this number will automatically appear as your payment reference.)

1. Click **Print** for a printout of the **Lodgement Confirmation**.
2. Click **Pay Now \$** to pay this return by direct debit.

The **Payment Details** pop-up shows the payment details for the transaction you are paying.

3. The **Payment Date** defaults to today's date. If you change the Payment Date, it must be set to on or before the due date, otherwise unpaid tax interest will accrue.
4. Select an account from the **Bank Account Details** drop-down list from which the payment is to be deducted.
5. Click **OK**.

Payment Details

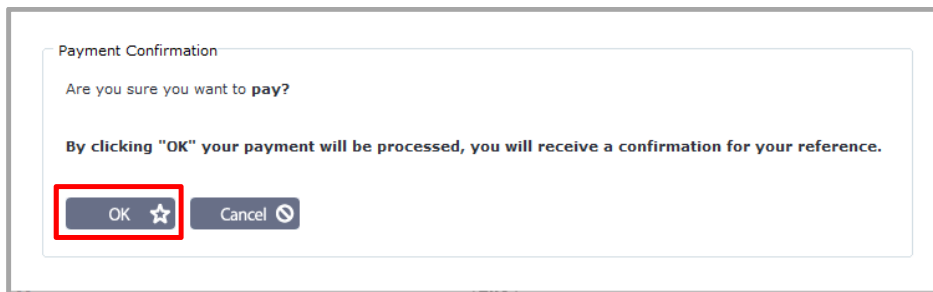
Amount: \$20,205.94 AUD **Payment Date:** 01/10/2013

Balance Outstanding: \$0.00 AUD

Bank Account Details: null, 32351, 064-000, Australia

OK **Cancel**

- Click **OK** to confirm your payment at the Payment Confirmation pop-up.



A Payment Confirmation page will display to confirm the payment was processed successfully.

After a direct debit payment has been made through *OSRconnect*, the hourglass icon will appear to the right of the transaction number indicating that a payment has been made. The Payment Obligations tab will update overnight—if the transaction has been paid in full, it will clear from this screen; otherwise an outstanding balance will display.

Lodgement Obligations

Payment Obligations

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Status	Due/Paid	Period		Operation	Your Ref.	Amount	Transaction No.	
	09-12-2014	Non Periodic	TD	TRANSFER DUTY	JBK:20141125B	\$22,275.00	500050976	
	09-12-2014	Non Periodic	TD	TRANSFER DUTY	JBK:20141125K	\$11,725.00	500050984	

If a receipt number does not display call our office on **1300 132 685** or email dutiessupport@osr.qld.gov.au to confirm your payment request has been received.

Note: You cannot save an offline copy of this page. If you require a hard copy, you must print it from this screen before exiting.

- Click **Print** to print this screen.
- Click **Exit** to return to the Payment Obligations screen.

The image shows the 'Payment Confirmation' screen. It has a 'Pay Now' button at the top left. The main content area displays the following details:

Receipt Number	110017520
Client Number	1176170
Transaction Number	500044706
Your Ref (Optional)	3M03
Period	-
Payment Date	01 October 2013
Amount	\$20,205.94

At the bottom, there is a message: 'Please keep a copy of this confirmation as your record of payment. Your payment will be processed overnight based on the payment date. Until this time the debt may remain in your payment obligation list.' There are two buttons: 'Print' with a printer icon and 'Exit' with a star icon. Both buttons are highlighted with red rectangles.

Deleting a transaction

You may delete a draft transaction when:

- a transaction that was created in draft is no longer required
- the agreement has been ended and was not stamped or paid
- the firm is no longer acting for the client
- it is a duplicate transaction.

Once a transaction has been deleted the transaction number is invalid and cannot be used.

Only an **administrator** can delete draft transactions in *OSRconnect*.

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User Accounts | Contact Details | Bank Accounts

Users

Name	User ID
Jackie Smith	101920
Joe Dalton	102340
Robert James	102211

Add +

User authorisations

Name	Revenue Type	Activity	Administrator
Jackie Smith	Transfer Duty	Lodge returns/transactions	☐
Joe Dalton	Transfer Duty	Administrator	☒
Robert James	Transfer Duty	Administrator	☒

☒ Current users
☐ All users

1. From the **Lodgement Obligations** tab, click on the transaction number you wish to delete. Confirm that this is the transaction number to be deleted.

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Lodgement Obligations | Payment Obligations

Due Date | Period | Operation | Your Ref. | Transaction No.

Non Periodic	TD	TRANSFER DUTY	RJT: 20141202	500051065
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Create return/transaction: Transfer Duty Create

- Click the **Delete** button located on the Identification stage (bottom-left corner).

- A **Delete this form?** pop-up screen will appear. Select **Delete** to confirm. Once deleted, the transaction is invalid and cannot be retrieved.

- Click the X to close.

Note: If a transaction has been deleted but the transaction number was used as the payment reference on an endorsement, contact us on **1300 132 685** or by email to selfassessment@osr.qld.gov.au.

Setting up direct debit payments from OSRconnect

You must first seek approval from the Queensland Law Society before you can use this payment method. The guidelines and application form are available from www.qls.com.au under the 'Trust accounting resources' section.

- Log into *OSRconnect* as an administrator.
- Select the **Administrator** tab.
- Click **Bank Accounts**.
- Click **Add**.
- Enter the **Account number**, **Bank BSB**, **Account name** and **Valid to** date.
- Click **Save**.

You are now ready to pay using the **Pay Now** button.

System requirements

To use *OSRconnect* you must:

- have access to the internet
- meet the minimum system requirements as shown below
- obtain a User ID and password from the Office of State Revenue.

Operating system and browsers

Operating system	Browsers
Windows Vista	• Internet Explorer 7 or 8 • Google Chrome • Mozilla Firefox • Safari
Windows 7 or 8	• Internet Explorer 8 to 10 • Google Chrome • Mozilla Firefox • Safari
Apple Mac	• Safari

Recommended computer requirements

We recommend that your computer meets the following requirements for you to use *OSRconnect*.

Component	Requirements
Computer processor	2.4GHz or higher
Computer memory	4GB RAM
Operating system	Windows Vista, 7 or 8; Mac OS X
Browser	Internet Explorer 7 to 10, Google Chrome, Mozilla Firefox, Safari
Other	Pop-ups enabled

OSRconnect works with firewalls and uses a VeriSign SSL digital certificate to secure your communications with us via the standard SSL port. If you are a system administrator, you must configure your firewall to allow access to the **osr.qld.gov.au** domain.

Enable Internet Explorer compatibility view

OSRconnect needs the compatibility view settings to be enabled to operate correctly. Follow these steps to enable compatibility view.

Browser	Instructions (You may need to close and re-open all browser windows to save changes.)
Internet Explorer (7, 8, 9 or 10)	1. Open your Internet Explorer browser and access the OSR home page at www.osr.qld.gov.au. 2. Press your Alt key to display the browser's menu bar. 3. Select Tools from the top menu. 4. Choose Compatibility View Settings. 5. The website you have opened is displayed in the Add this website field. 6. Click Add. 7. The Websites you've added to Compatibility View field now displays our website. 8. Click Close.

Allow pop-ups

OSRconnect needs pop-ups to be allowed to operate correctly. Follow these steps to allow pop-ups.

Browser	Instructions (You may need to close and re-open all browser windows to save changes.)
Internet Explorer (7, 8, 9 or 10)	1. Open your Internet Explorer browser and access the OSR home page at www.osr.qld.gov.au. 2. Press your Alt key to display the browser's menu bar. 3. Select Tools from the top menu. 4. Choose Pop-up Blocker > Pop-up Blocker Settings. 5. Enter *.qld.gov.au in the Address of website to allow field. 6. Click Add. 7. Confirm that *.qld.gov.au appears in the Allowed sites box. 8. Click Close.

Enable JavaScript

OSRconnect needs JavaScript to be enabled to operate correctly. Follow these steps to enable JavaScript.

Browser	Instructions (You may need to close and re-open all browser windows to save changes.)
Internet Explorer (7, 8, 9 or 10)	1. Select Tools from the top menu. 2. Choose Internet Options. 3. Click on the Security tab. 4. Click on Custom Level. 5. Scroll down until you see the section labelled Scripting. 6. Under Active Scripting, select Enable and click OK.
Google Chrome	1. Click the spanner icon from the browser toolbar. 2. Select Options. 3. Choose Under the Bonnet then Content Settings. 4. Select the button Allow all sites to run JavaScript (recommended) and close the tab.
Mozilla Firefox	1. Select Tools from the top menu. 2. Choose Options. 3. Choose Content from the top navigation. 4. Select the checkbox next to Enable JavaScript and click OK.
Safari (Mac and Windows)	1. Select Safari (Mac) or Edit (Windows) from the top menu. 2. Choose Preferences. 3. Choose Security. 4. Select the checkbox next to Enable JavaScript.

Security settings

Your browser should be set to the standard default setting for the best *OSRconnect* experience.

Browser	Instructions (You may need to close and re-open all browser windows to save changes.)
Internet Explorer (7, 8, 9 or 10)	1. Select the Tools/Gear wheel icon from the top right of the toolbar. 2. Select Internet Options. 3. Select the Security tab. 4. Select the Internet icon (Globe) and click the Custom Level button. 5. Select Medium (IE7/IE8) or Medium-High (IE9/IE10) from the Reset custom settings box.
Google Chrome	1. Follow the procedure to Enable JavaScript. 2. Follow the procedure to Enable cookies.
Mozilla Firefox	1. Select Tools from the top menu, and choose Options. 2. Click the Privacy panel, then check Accept cookies from sites 3. Check Accept third-party cookies and in the 'Keep until' box, select they expire. 4. Click the Advanced panel, and select the Encryption tab. Check Use SLL3.0 and Use TLS1.0.
Safari (Mac and Windows)	1. Select Safari (Mac) or Edit (Windows) from the top menu. 2. Choose Preferences. 3. Choose Security. 4. In the Accept cookies section, check Only from sites you navigate to.

Enable cookies

To enable cookies in your browser, complete these steps.

Browser	Instructions (You may need to close and re-open all browser windows to save changes.)
Internet Explorer (7, 8, 9 or 10)	1. Select the Tools/Gear wheel icon from the top-right of the toolbar. 2. Select Internet Options. 3. Select the Privacy tab. 4. Slide the setting to Medium. 5. Select OK.
Google Chrome	1. Click the spanner icon from the browser toolbar. 2. Select Options. 3. Choose Under the Bonnet then Content Settings. 4. Click on the Allow local data to be set button then close the tab.
Mozilla Firefox	1. Select Tools from the top menu. 2. Choose Options. 3. Click the Privacy panel, then check Accept cookies from sites. 4. Check Accept third-party cookies; and in the 'Keep until' combo box, select they expire.
Safari (Mac and Windows)	1. Select Safari (Mac) or Edit (Windows) from the top menu. 2. Select Preferences. 3. Select Security. 4. Select Always from Accept Cookies.